



PHYSICIAN PRACTICE  
IMPROVEMENT PROGRAM

## **CPSA Group Practice Review Standards of Practice Review (SOP) What to Expect**

**A CPSA SOP nurse reviewer will conduct a review of elements of the following CPSA Standards of Practice. Please refer to the Advice to the Profession documents for further information.**

- [Advertising](#) and [Advice to the Profession](#)
- [Charging for Uninsured Professional Services](#) and [Advice to the Profession](#)
- [Conflict of Interest](#) and [Advice to the Profession](#)
- [Continuity of Care](#) and [Advice to the Profession](#)
- [Episodic Care](#) and [Advice to the Profession](#)
- [Establishing the Physician-Patient Relationship](#)
- [Infection Prevention and Control \(IPAC\) SOP and Requirements](#)
- [Patient Record Content](#)
- [Patient Record Retention](#)
- [Prescribing: Administration](#) and [Advice to the Profession](#)
- [Prescribing: Drugs Associated with Substance Use Disorders or Substance-Related Harm](#)
- [Referral Consultation](#) and [Advice to the Profession](#)
- [Responsibility for a Medical Practice](#) and [Advice to the Profession](#)
- [Sale of Products by Physicians](#)
- [Terminating the Physician-Patient Relationship](#)
- [Virtual Care](#) and [Advice to the Profession](#)

### **During the three (2½-3) hour in-person visit, the nurse reviewer will:**

- Connect one-on-one with the clinic's office manager to conduct the review. The designated physician is welcome to join but not required.
- Review the clinic's survey responses, confirm the findings and clarify any outstanding concerns.
- Conduct a clinic walk-through.
- Answer any questions.
- 30-minute wrap-up interview with the clinic's designated physician to discuss next steps

### **During the visit, the nurse reviewer may ask questions about the following:**

- Follow-up of critical test results, lab/DI tests and results
- Patients asked to leave a physician's practice
- Patients requesting access to their records, requests for patient records, policies for accepting new patients
- Back-up of EMR system
- When providing episodic care, process for identifying and communicating with the patient's primary care physicians
- Processes when conducting virtual appointments
- After-hours care
- Quality initiatives



PHYSICIAN PRACTICE  
IMPROVEMENT PROGRAM

**If available, please have the following documents accessible for the nurse reviewer:**

- Infection prevention and control policies and procedures
- Policy and procedure manuals including job descriptions
- Contract between physicians and clinic
- Information Sharing Agreement (ISA)
- Privacy Impact Assessment (PIA)
- Security measures in place that are documented such as confidentiality agreements, policies, procedures
- Documents when terminating a physician-patient relationship such as policies and letter templates
- Policies and procedures for DI/Lab/consultation follow-up processes
- Documented process when EMR is down
- List of uninsured services

**Review Findings and Report**

You will receive a Group Practice Review report with findings from the review for further learning and reflection. A follow-up facilitation meeting will be arranged with a CPSA Physician Facilitator for a 90-minute discussion with all of the physicians at your clinic.

**Questions?**

Please contact us via email at [Group.Practice@cpsa.ab.ca](mailto:Group.Practice@cpsa.ab.ca) or call 780-392-3101.

GPR Website: [LINK](#)